

Comparative BCC Faculty and Staff Satisfaction Survey Results (Spring 2016-Spring 2018)

CAMPUS CULTURE

% Rating Satisfactory or Better

	Sp 18	Sp 17	Sp 16	2-year
	(n=460)	(n=351)	(n=364)	% Change
				Sp16-18
Safety and Security	93	95	93	0%
Multicultural Respect	90	88	85	6%
Overall Job Satisfaction	89	86	82	9%
Sense of pride in working at BCC	88	87	83	6%
Departmental Leadership	81	84	79	3%
College-wide Leadership	81	81	80	1%
Cross-Campus Collaboration	77	77	68	13%
Internal Campus Communication	75	78	73	3%

Items with multiple categories				
Collegiality:				
w/ faculty w/in dept	88	87	85	4%
and respect between faculty/staff	88	87	84	5%
with faculty outside of dept	82	82	78	5%

PERSONNEL RESOURCES

% Rating Satisfactory or Better

	Sp 18	Sp 17	Sp 16	2-year
	(n=460)	(n=351)	(n=364)	% Change
				Sp16-18
Bursar's Office (pay stubs, etc)	87	83	84	4%
Payroll Services *	86	77	79	9%
Support Accessing Benefits	81	83	77	5%
Support training non-tchnng equip	73	68	66	11%
Help with retirement planning	69	68	65	6%
Support for scholarship/publishing	69	62	57	21%
Salary & Fringe Benefits	66	64	54	22%
Support for interdept collaboration	66	60	54	22%

Items with multiple categories				
Faculty/Staff Evaluation Procedures				

INSTRUCTIONAL ENVIRONMENT

% Rating Satisfactory or Better

	Sp 18	Sp 17	Sp 16	2-year
	(n=460)	(n=351)	(n=364)	% Change
				Sp16-18
Tech Help in the Classroom	88	87	83	6%
Maintenance of tech equipment	85	82	77	10%
Availability of Teaching Technology*	84	83	72	17%
Class Size	83	69	70	19%
Integrity of Academic Standards*	81	83	77	5%
Intellectual Climate	81	76	70	16%
Size of Classrooms	81	71	68	19%
Ease of reserving labs, rooms, etc	79	77	65	22%
Assessment process	76	74	72	6%
Students' health & wellness	68	70	65	5%
Student Motivation	67	63	65	3%
Appropriate use of mobile devices	61	56	51	20%
Classroom Conditions *	56	56	49	14%
Student Preparedness (pens, etc)	56	53	45	24%
Academic Preparation of Students	48	41	40	20%

PHYSICAL ENVIRONMENT (NON-TEACHING SPACES)

% Rating Satisfactory or Better

	Sp 18	Sp 17	Sp 16	2-year
		(n=351)	(n=364)	% Change
				Sp16-18
Smoke Free Environment	94	91	88	7%
Walkways	89	87	84	6%
Pedestrian/traffic Control	87	86	74	18%
Hallways	85	85	82	4%
Roadways	84	83	76	11%
Cafeteria	81	75	75	8%
Campus Map	81	79	75	8%
Campus signs	81	78	72	13%
Cleanliness	75	77	70	7%
Parking	71	62	63	13%

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Staff Evaluation Process	84	83	82	2%
Faculty Evaluation Process	81	80	81	0%

PERSONNEL RESOURCES (cont)

Support for Professional Dev				
Support for pedagogical dvlpmnt	76	77	71	7%
Support for other profess dvlpmnt	72	66	63	14%

SUPPORT SERVICES (Faculty and Staff)

% Rating Satisfactory or Better

	Sp 18 (n=460)	Sp 17 (n=351)	Sp 16 (n=364)	2-year % Change
	Sp16-18			
Duplicating Services	94	93	93	1%
Tech Service Center (Helpdesk)*	91	88	84	8%
CTLT	89	91	91	-2%
Academic Computing	89	91	84	6%
WAC/WI Training & Support	89	82	82	9%
Blackboard training & support	88	87	88	0%
BCC Broadcast System	87	86	80	9%
PSC CUNY welfare fund effectiveness	85	83	72	18%
New Faculty Serminars	84	88	77	9%
Info Tech (phones, computers, etc)	84	85	79	6%
Academic Success Center	83	81	79	5%
ePortfolio Training & Support	83	80	85	-2%
PSC CUNY Effectiveness	82	82	66	24%
Faculty Council Effectiveness	80	78	74	8%
College Senate Effectiveness	77	78	71	8%
BCC Website	77	78	78	-1%
Bookstore	76	85	85	-11%
"Smart Classroom" Training	76	67	63	21%
Communications & Marketing	70	74	70	0%
Purchasing	66	67	55	20%
Advisement Process	65	61	57	14%
Items with Multiple Categories				

Offices	69	66	69	0%
Disability Accessibility*	66	68	62	6%

PHYSICAL ENVIRONMENT (NON-TEACHING SPACES)-cont.

Handicapped Accessibility	55	54	57	-4%
Elevators	54	58	59	-8%
Bathrooms	49	45	47	4%

Items with Multiple Categories				
Supplies and Office Equipment				
Supplies	76	71	70	9%
Office Equipment	75	71	70	7%

SERVICES TO STUDENTS

% Rating Satisfactory or Better

	Sp 18	Sp 17 (n=351)	Sp 16 (n=364)	2-year % Change
	Sp16-18			
Single Stop	94	92	91	3%
Childcare Center	93	97	93	0%
Interactions with Public Safety	91	90	88	3%
Academic Appeal	90	88	87	3%
Honors Program	88	87	84	5%
Student Life	87	86	77	13%
Personal Counseling	86	90	87	-1%
Health Servcies	86	88	87	-1%
Disability Services	85	89	88	-3%
Career/Transfer Office	85	85	74	15%
Support for Student Wellness	84	87	88	-5%
Ease of student access to offices	84	86	80	5%
Evening/Weekend Services	83	82	74	12%
Tutoring Services	82	84	79	4%
Writing Center	82	86	82	0%
COPE Attendance Process	78	77	66	18%

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Library/Learning Center				
Library Services	92	95	94	-2%
Library Resources	92	94	92	0%
Library Website	91	91	94	-3%

Registration Process	75	69	62	21%
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Changes in Survey Wording

Instructional Environment

[as of SP 16/Prior to SP 16]

Availability of Teaching Technology/Availability of Technology

Integrity of Academic Standards/Academic Standards

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